

W-01580A-13-0255

ORIGINAL



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ARIZONA CORPORATION COMMISS
UTILITY COMPLAINT FORMInvestigator: Richard MartinezPhone: (Fax:Priority: Respond Within Five Days

Arizona Corporation Commission

DOCKETED

Opinion No. 2013 - 112409Date: 8/23/2013 AUG 23 2013Complaint Description: 08E Rate Cases Items - In Favor
N/A Not Applicable

DOCKETED BY

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Complaint By: First: Deborah Last: SampsonAccount Name: Dominion Real Estate Partners LLCHome: (000) 000-0000Street: emailWork:City: PaysonCBR:State: AZ Zip: 85541is: E-MailUtility Company: Tonto Village Water Company, Inc.Division: WaterContact Name:Contact Phone:Nature of Complaint:

Docket No. W-01580A-13-0255

Dear Mr. Martinez,

I am writing to you regarding the upcoming potential rate increase for the Tonto Village area. I have nothing but praise for Jeff and Dee Daniels. Their level of service and conscientiousness towards the residents of Tonto Village far exceeds my expectations. On numerous occasions they have worked on faulty pipes until the "wee" hours of the morning so that the residents do not have to go without water for any extended period of time. With there being a charter school here in the Village, the Daniels have consistently gone beyond the call of duty by mending bursted pipes past midnight in the winter with freezing temperatures so that the school can have its doors open and have water for the faculty and students. I have witnessed this on several occasions over the years of their ownership of the water company.

I have lived in Tonto Village for over 22 years. I have experienced the water company management under the previous owners, and am extremely grateful for the Daniels' consistent communication when the water is going to be turned off as well as their efforts in maintaining a good quality of water flow to the homes. This was never the case with the previous owners.....

Also, I am a realtor in the Payson area and when showing property in Tonto Village, I am always confident and very proud to be able to inform my prospective buyers of the impeccable level of service that is provided.

I am in total favor of the rate increase. I feel that it is extremely important that the increase be approved by the Corporation Commission. The Daniels genuinely care about the quality of their work and demonstrate true pride of ownership of the Tonto Village Water Company.

Please do not hesitate to contact me should you have any questions.

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Regards, Deborah Sampson

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Deborah Sampson - Realtor

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/23

Emailed to the Phoenix office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 8/23/2013

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